



**Homeland Security and Emergency Management
Department
Accounting Processes Design Event**

“Grant Accounting X-Team (GAX)”
January 27 - 31, 2014

The Opportunity

Angela Chen
Homeland Security and Emergency
Management Department

The “Grant Accounting X-Team (GAX)”

Aimee Bartlett



Tara Dowd-HSEMD, Julie Nishijima-HSEMD, Kathy Bowers-HSEMD, Beth Lewis-HSEMD, Bonnie Rieder-HSEMD, Rick Rutter-HSEMD, Diana Graham-HSEMD, Kurt Hoffmann-HSEMD, Aimee Bartlett-HSEMD, Stuart Malone-HSEMD, Matt Haynes - DHS, Marcia Tope-DOM

Scope

Kathy Bowers

This event will define the standardized accounting procedures for the HSEMD accounting processes. The accounting processes to be standardized include GAX, Travel Claims and Expenditure Corrections.

The GAX and Travel Claims processes will start from the time we receive an authorized and coded payment request until the warrant is mailed. The Expenditure Corrections process will start from the time we receive a coded and signed correction authorization until the time we approve in I/3.

Objectives

Beth Lewis

1. Decrease the number of databases (i.e., File Pro, I/3, MB3) and spreadsheets used in the processes.
2. Define the expectations for turnaround time for work.
3. Develop procedure manual for accounting processes.
4. Identify what functionality is recommended in MB3 to assist with processing the work.

Lean Methodology

Matt Haynes

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

Trends

Rick Rutter

- Moving accounting in-house
- More technology used in processes
- Providing real time data to customers
- More demand for reporting
- Customers responsible for entering own information

SWOT

Julie Nishijima

Strengths

- Unlimited knowledge base
- Staff have good skill set
- Open communication
- Identified staff who are subject matter experts and can go to them for help
- Clear expectations of roles & time management

SWOT

Beth Lewis

Weaknesses

- Multiple systems that don't communicate
- Duplication of work
- Two locations doing the same work but not following standard processes
- No written procedures
- Not enough communication
- Timeline aggressive with multiple changes occurring
- Balancing work load

SWOT

Stuart Malone

Opportunities

- Cross training
- Streamlining systems
- Increase staff knowledge
- At the beginning of taking over accounting and can design the process
- Standardization
- MB3 & technology
- Staff empowered to make changes and management supports changes

SWOT

Stuart Malone

Threats

- Learning curve
- HSEMD accounting compared to how other agencies provide services
- A disaster occurring during changes
- Unsure if MB can provide what is needed
- Timeline – not defined for all changes

Brainstorming GAX

Beth Lewis

- Standardize all accounting processes
- Date stamp GAX when comes into accounting
- Training of accounting process to those doing the work
- GAX of \$750K have authorization prior to submitting to accounting
- Checklist for pre-audit
- SOGs for GAX processes: Cash receipts, draw, GAX N, GAX R, warrant receipt and mailing

Brainstorming Travel Claims

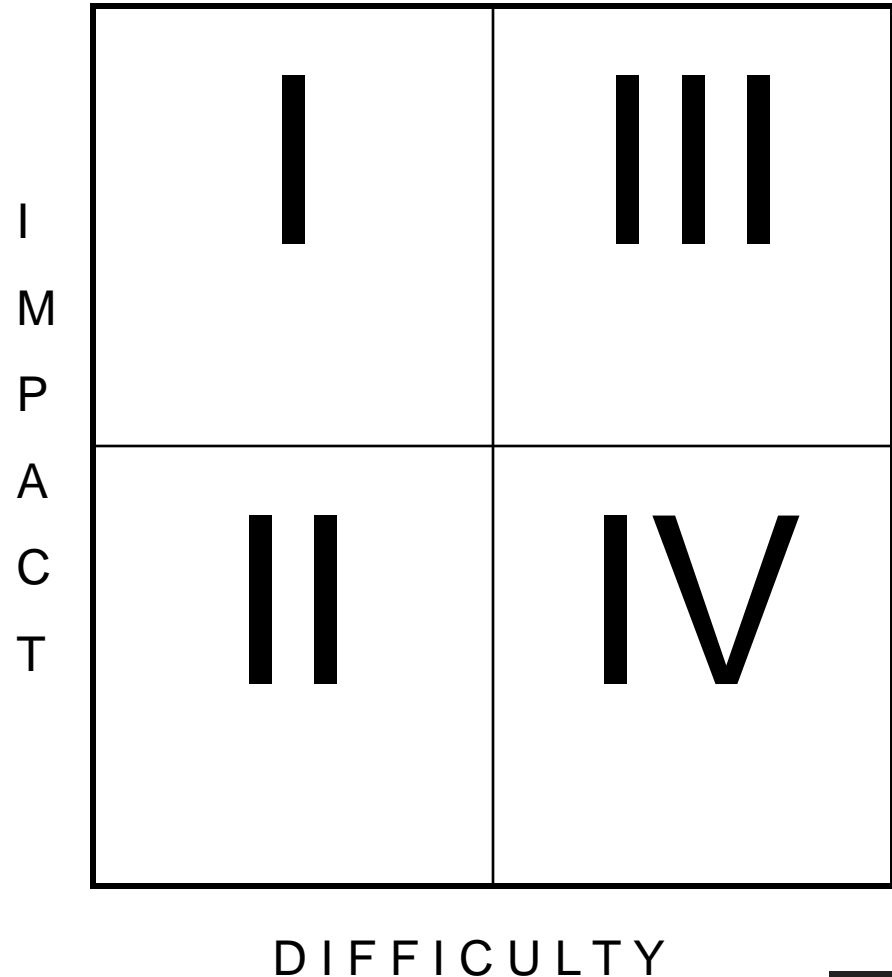
Diana Graham

- Provide education and guidance to those who submit claims with errors – intent is to reduce future errors.
- Develop desk “cheat sheets” to provide quick guidance.
- Conduct regular accounting staff meetings to review issues, areas to improve upon, training needs, etc.
- Ensure we adhere to the 30 day window for Travel Advances and develop a method to track.
- Save documents in a centralized location with standard naming convention.

De-selection Process

Kurt Hoffmann

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



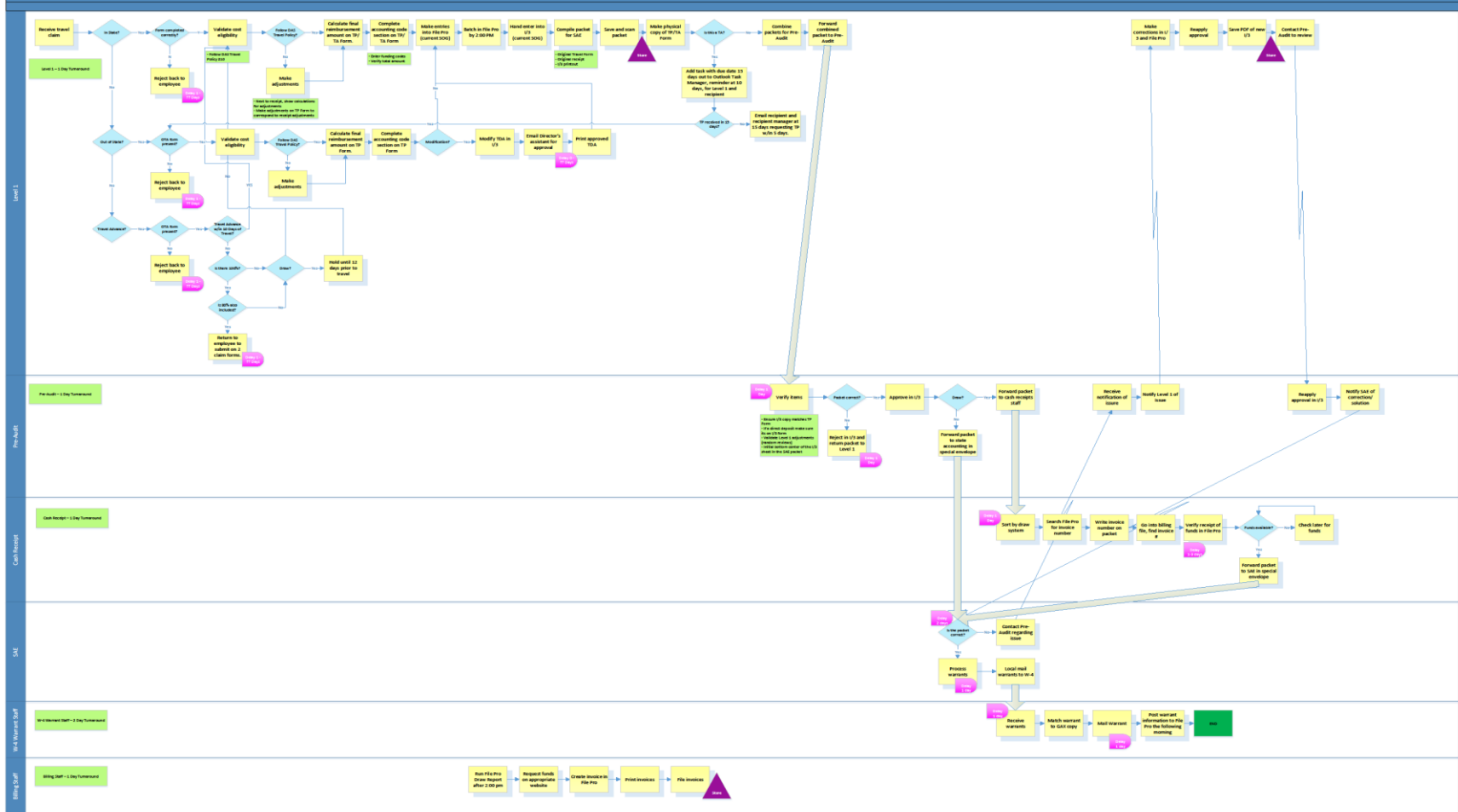
Bonnie Rieder/Kurt Hoffman



New Travel Claims Process

Bonnie Rieder/Kurt Hoffman

HCMD Accounting New Process -TP



Homework

Kurt Hoffmann

Improvements/ Action Item	Implementation/Communication Plan	Person Responsible	Due Date	Notes
Standardized Process	Establish regular team meetings (to include re-	Beth	3/3/2014	First meeting is scheduled and
Standardized Process	Training (DAS, SAE training sessions with updates)	Beth	3/3/2014 DONE	Beth will review monthly and send to group.
Standardized Process	Communication with Management of standardized accounting processes/ information sharing (new requirements - long term, short term goals).	Kathy	3/3/2014	
Efficiency	Date stamp when it comes into accounting (starts the clock, assists with tracking productivity).	Julie/Bonnie	3/3/2014 DONE	1/29 Order placed for stamp; will send out communication on usage once stamp is received
Personnel & logistics	Notifications of leave and shifting of duties/approvals. Duties when disaster response is required - backups, at EOC, etc.	Rick/Tara	3/3/2014 DONE	SOG completed. Will send out notification to review draft with due date.
SOG -GAX	Update SOG to include defining "Calulator Tape."	Kurt	3/3/2014 DONE	1/27/14 SOG updated.
PL	If over \$750K, authorization occurs prior to GAX going to accounting box.	Bonnie/Julie	3/3/2014 DONE	Email wording completed. Will be mailed out.
SOG -GAX	Create SOG for how to enter "GAX N & R."	Kurt	3/3/2014	
SOG	In-state SOG/Out-of state SOG (ensure we check for original documents, including receipts).	Diana	3/8/2014	In process.
Standardization	SOG Warrant receipt and mailing.	Julie	4/8/2014 DONE	Completed. Will send to team for review as draft
SOG -GAX	Create checklist for what is reviewed for pre-audit.	Julie	4/8/2014	In process
Verification	Develop cheat sheet to include: out of state and in state allowable expenses, receipt requirements,	Tara/ Diana	4/8/2014	In process. Half way completed with one. Ensure SOGs align with cheat
Standardization	Document retention - set up location. Scan and retain electronic versions, written retention	Kurt	5/8/2014 DONE	Folders created, waiting for IT to put restriction on folder. SOG for naming
	schedule, clarifying when need and don't need			and where to store is completed.



Team Member Experience

Kathy Bowers, HSEMD

Aimee Bartlett

Comments

- **Marcia Tope, Department of Management**
- **Matt Haynes, Department of Human Services**

**We welcome your
questions and comments!**